Using Innovaccer's RPA expertise to improve billing at a major behavioral health system

Overview

A leading behavioral health organization was working with several hospitals to provide mental health services in their facilities. Its billing workflow was complex, labor-intensive, and relied heavily on data from disparate sources. It leveraged Innovaccer's Robotic Process Automation solution to automate the organization's existing workflow, increase its billing accuracy, decrease workflow execution time, and improve employee satisfaction while reducing associated costs.

Innovaccer by the Numbers

$600M
Total Medical Expense Reduction

12M
Value- based Care Lives Managed

7M	3M	2M
Commercial	Medicare	Medicaid

37,000
Providers

Challenges

The billing team gathered patient lists from more than 50 hospitals each day. These patient lists came in different formats, and the team searched for additional patient details from each hospital's EMR system (i.e. name, DOB, etc.). They then manually added relevant patient details to a patient's profile in the billing software and created profiles for new patients. To do this, the team had to log into multiple EMR systems, gather information from patient face sheets and encounter notes, and manually register patients in the central EMR. The process was not only time-consuming and labor-intensive, but also created the potential for errors that affected the company's top line and led to claim denials. The organization leveraged Innovaccer's RPA solution to automate billing workflows and minimize errors resulting from manual processes.

Automating this workflow required logging into multiple EMR systems in different environments, applying complex mapping rules, extracting data from multiple screens within an EMR, and validating copays and coinsurance.

The model is efficient and accurate due to inclusion of carefully-designed, exception-handling workflows and easily configurable Excel mapping files. The process becomes more accurate with each iteration. A human-in-the-loop model is used for steps that bots are initially unable to process, like handwriting recognition.

Results

Using Innovaccer's technology, the health system increased its accuracy, decreased workflow execution time, and improved employee satisfaction while reducing associated costs.
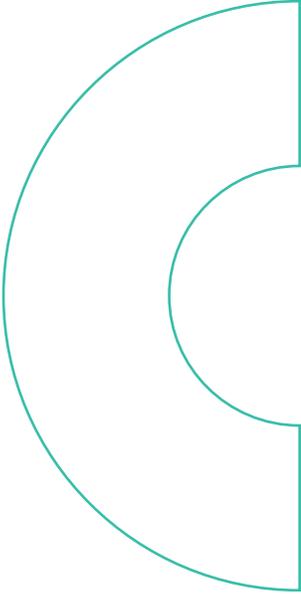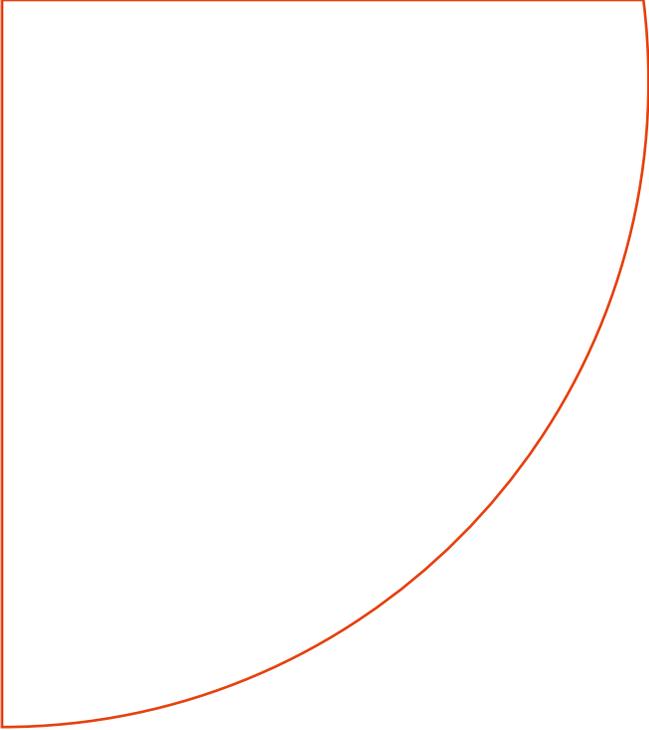
- Cost savings of $250,000 through missed entries and 2 FTE savings
- 4X faster billing process than the manual method
- 100% operational reliability

Solutions

Innovaccer designed a solution that fully automated the organization's existing workflow. Running continuously on the back end, the software automatically:

- Opened and digitized emails and all attachments that were received via email or fax, including scanned lists, excel sheets among others
- Used OCR and AI to extract details from these emails and lists
- Logged into different EMR systems and searched for patients in mail lists to extract additional details, which were then stored in a database
- Checked central EMR for existing patient profiles and created patient profiles for new patients
- Updated patient information in central EMR with fields necessary for billing

Innovaccer Inc., the Health Cloud company, is a leading San Francisco-based healthcare technology company committed to accelerating innovation in healthcare. The Innovaccer® Health Cloud empowers healthcare organizations to integrate data from any source—electronic health records, clinical, claims, labs, pharmacy, genomics, social determinants of health, devices, government sources, and more—to create a 360-degree view of the patient that enables whole-person care. The company's portfolio of Innovation Accelerators empowers technology teams and digital innovators to rapidly develop scalable, modern applications that improve clinical, financial, and operational outcomes. More than 200,000 providers, as well as payers and life sciences organizations, have used the Innovaccer Health Cloud to unify more than 39 million patient records and generate more than $600 million in savings across 1,000 care settings. Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com